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Is your cleaning contractor meeting your high standards?

mm Michelle Michaud



Service Management Group, LLC

Is your cleaning contractor using the latest industry improvements to aid in their performance of the cleaning of your facility? Recent upgrades in software programs designed for contract cleaners have translated into major improvements for the industry. Contractors are now incorporating online and reporting software as part of their account management programs. These programs have helped to improve in areas of accountability, accessibility, employee productivity and greater customer satisfaction.

How are you measuring what services are being provided to you against what has been promised? Contractors now have the ability to provide you with an online system which allows you to track what services are being done, when they are being done and to what level they are being done. Managers enter their inspection results directly into an online system that collects and stores data. These systems will also allow the client to enter feedback and will document and save this

input. These results will be made available to you at periodic reviews so you may see long term cleaning history. This documented data will allow both the contractor to measure their own performance as well giving the client a greater ability to hold the contractor accountable for the services that they are supplying.

Another area of improvement has been accessibility to the contractor. An effective online system should also document, date and time stamp email messages that occur between the client and the contractor. Messages should be able to be marked by priority as well as category. This feature will eliminate the possibility of "lost" messages as well as give the client a tool by which to measure the responsiveness of their contractor to any of their issues or problems.

Having a system that stores messages by category will allow complaints to be logged effectively over a longer period of time. This will point to areas that may need to be addressed by the contractor in the form of retraining employees that may not meet company standards. Having the ability to quickly pinpoint problem areas will result in a faster resolution of these issues and a direct impact on the cleanliness of your building.

Finally, when deciding on a contractor, make sure their online system will require no additional

work for either party. When used effectively, a tracking and reporting system will offer great benefits by allowing both parties the ability to measure performance over the length of the contract. The contractor will be able to hold its own employees accountable for job performance, as well as being held accountable to their client. Removing the possibilities of miscommunication and providing accurate tracking and record keeping will help to build a healthy relationship between client and contractor, provide faster resolution of issues and help to promote greater customer satisfaction.

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Sarasin of Northeast Retail Leasing leases 7,100 s/f at Torrington Shop. Ctr. to Famous Footwear

TORRINGTON, CT Michael Sarasin, a principal of Northeast Retail Leasing and Management Co. LLC, has leased a 7,100 s/f retail store to Famous Footwear in the Torrington Shopping Center on Rte. 202. Famous Footwear is well known for value and variety in its shoes and sneakers.

Famous Footwear joins anchor tenant Target. The center is owned by Kaoud Real Estate Development. Sarasin represents the developer on their holdings throughout Connecticut.

Torrington Shopping Center

will be adjacent to Wal-Mart and Price Chopper.

Sarasin is extremely enthused with the Torrington Shopping Plaza. "We worked with several viable businesses to educate them about the strength of the market. Torrington was ranked by the U.S. Government as the nation's number one micropolitan area, but unless you knew the market dynamics, it could easily be overlooked. We anticipate strong growth and sales for all our tenants, and wish to welcome Famous Footwear."

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